



**California State Board of Pharmacy**

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STATE AND CONSUMERS AFFAIRS AGENCY  
DEPARTMENT OF CONSUMER AFFAIRS  
ARNOLD SCHWARZENEGGER, GOVERNOR

**ORGANIZATIONAL DEVELOPMENT COMMITTEE**

Ken Schell, PharmD, Chairperson, Board President  
D. Timothy Dazé, Esq., Board Vice President

**Report of the Meeting of October 20, 2008  
(a non-public meeting)**

The meeting of the Organizational Development Committee took place via teleconference on July 20, 2008, from 8:55 through 9:45 a.m. Dr. Schell, Mr. Daze, Executive Officer Virginia Herold and Assistant Executive Officer Anne Sodergren participated in the meeting.

**1. FOR INFORMATION: Changes Proposed to Board Meeting Schedule 2009**

**2008**

- November 19 and 20 – LAX Westin Hotel (*joint meeting with other DCA entities and training sessions for board members 11/19*)

**2009**

- January 28 and 29 – San Diego (*CPhA's Outlook is February 19-22 in Anaheim*)
- April 22 and 23 – Sacramento
- July 22 and 23 – Los Angeles
- October 21 and 22 – San Francisco/Bay Area (*CSHP's Seminar is October 1-4 San Diego*)

**Proposed changes:**

- Move the April 22 and 23 meeting to April 29 and 30, to eliminate a conflict with CPhA's Legislative Day
- Switch the locations of the July and October 2009 board meetings:
  - July 22 and 23 – San Francisco
  - October 21 and 22 – Los Angeles (Loma Linda)

No vote is needed to approve these changes, but any conflicts with schedules of board members should be resolved. These dates will be added to the board's Web site following this meeting.

## 2. FOR INFORMATION: Fee Audit Underway

The board will need to seek a statutory increase in fees to take effect about July 2010. Staff will continue to monitor the fund condition and provide a report to the board at each meeting. However, the board will need sponsor legislation to increase fees next year.

As part of the background for any fee increase, the board has initiated an audit of its fees to ensure the fees are set at the appropriate levels with respect to the expenses of providing services. This process, which will involve a cost allocation of all duties performed by board staff, is scheduled to be completed by the end of 2008.

The auditor's report will be completed and released to the board before the January Board Meeting.

## 3. FOR INFORMATION: Budget Update and Report

### a. 2007-08 Budget

*Final budget figures are provided below.*

- *Revenue: \$8,720,000 (includes fee increase 1/1/08)*
- *Expenditures: \$8,914,000*

### 2008-09 Budget

The new fiscal year started July 1, 2008, without a state budget being in place until mid September. The budget contained a \$1 million loan from the board's fund to the state's general fund. This loan will be repaid in the future, in advance of any need for the board to increase fees because of a deficit in the board's fund.

The board underwent budget cutbacks that included loss of temporary staff and contracted services. However, the Governor's office has recently allowed the board to restore these positions, although we have been directed to conserve as much as possible without harming our public protection mandate.

The figures for 2008-09 are:

- *Revenue Projected: \$7,377,000*
- *Expenditures Projected: \$9,733,000*

### b. Fund Condition Report

According to a fund condition report prepared by the department (**Attachment 1**): the board will have the following fund conditions at the end of the identified fiscal years:

2007/08	\$10,833,000	13.4 months in reserve (actual)
2008/09	\$7,527,000	9.0 months in reserve

2009/10	\$4,781,000	5.8 months in reserve
2010/11	\$1,908,000	2.3 months in reserve (\$1 million repayment will likely occur this year)

Recognize that these estimates are built upon a conservative estimate of revenue (typically the board typically collects about 10 percent more revenue from licensing fees that we estimate), and revenue does not include cost recovery or cite and fine revenue that we collect during the year.

c. Reimbursement to Board Members

Expenses and per diem payments to board members made during 2007-08 and 2008-09 are provided in **Attachment 2**. These are hours and expenses claimed by board members during the respective periods. Board members are paid for each day of a board meeting, but in accordance with board policy, may also submit hours for work performed doing board business.

d. Ethics Course for Board Members

By the end of the year, most board members will need to take the two-hour ethics course required by the California law. This course must be taken every two years and most members are due to repeat it before the end of the year. This course is available online, and those board who need to complete it before the end of the year have been advised by the Department of Consumer Affairs. The board's executive officer will follow up with notices in early November.

**4. FOR INFORMATION: I-Licensing Update**

The I-Licensing project will offer online application and renewal of licenses (a much needed relief from mail-in renewals). A feasibility study report was approved by the Department of Finance several years ago, and the board is in the first tier of new agencies that may be able to offer this service in the future. Nevertheless, the board is still a long way from implementing this system for its licensees.

The board spent \$50,000 in 2006/07 on programming specifications needed for its programs. In the next three years, the board will spend \$342,000 as its share of costs to implement this system department-wide.

Recently, the department changed the name of the program from I-Licensing to Breeze. A new logo has also been designed. Meanwhile delays in securing vendors and hiring of new staff overseeing the project at the Department of Consumer Affairs have delayed the project. In the last few months, new staff have been hired to lead the project. The board is about 2 years away from implementing I-Licensing according to current estimates and timelines. The department hopes to award the contract for the system by August 13, 2009.

This priority project for the board potentially means additional delays before the board can achieve on-line renewals of licenses. The executive officer has been an executive sponsor of this project, and routine meetings have just been resumed.

5. **FOR INFORMATION: Recognition of Pharmacists Who Have Been Licensed 50 Years**

Since July 2005, the board has acknowledged 750 pharmacists with 50 or more years of licensure as pharmacists in California. Fifty-eight pharmacists reached this milestone between April and July 2008. Each was sent a certificate and invited to a future board meeting for public recognition. There have been no additional pharmacists reaching this milestone since July.

6. **FOR INFORMATION: Personnel Update and Training Report**

1. Staff Changes

In mid-October, the board was advised that it could fill all vacant positions and rehire staff lost due to the budget restrictions imposed over the summer due to the lack of a state budget. As mentioned above, the caveat was do not make expenditures that are not necessary.

I am pleased to announce that Associate Analyst Debbie Anderson has been promoted to the Licensing Unit Manager, replacing Christine Soto, who transferred to a new position with another agency in August. Ms. Anderson has been with the board for 10 years, and is very familiar with the licensing and cashiering processes of the board,

The board has the following vacant positions, and recruitment is now underway for:

- Legislative Coordinator and Manager over administrative functions
- Three enforcement staff
- One budget analyst
- Half-time manager for the PRP
- One licensing analyst

2. Staff Training

Assistant Executive Officer Anne Sodergren and Supervising Inspector Judi Nurse are recent graduates of the department's new management academy training. This course was a six-day intensive session in developing future leaders.

Inspectors had two days of training on September 9 and 10. Board President Schell attended the first day of this training.

**7. FOR INFORMATION: Professionals Achieving Consumer Trust Summit Scheduled for November 2008 with Other Departmental Boards and Bureaus**

During the week of November 17, 2008, the Department of Consumer Affairs will host a Professionals Achieving Consumer Trust Summit for all boards, bureaus and the public to showcase the department's regulatory agencies and consumer protection functions. The week-long meeting will take place at the Westin near LAX. On November 20, the board will hold two public meetings.

From 9:30 – 12:30, the board will host an e-prescribing meeting with the partnership of the Medical Board and Dental Board. A description of this session is:

The California State Board of Pharmacy will host a public forum on e-prescribing on November 20th, from 9:30 to 12:30. The forum will focus on what current California law allows with respect to e-prescribing, and will offer speakers who will describe how they are using e-prescribing today, what issues they have encountered and resolved, and the acceptance of e-prescribing by patients, pharmacies, prescribers and third-party payers. The Medical Board and Dental Board are partners of the board in this forum, and other DCA healing arts regulatory boards have been specifically invited to attend.

Also, the board will host a public session on the SB 472, patient-centered labeling project. A description of this session is:

From 1:30-4:30 on November 20th, the California State Board of Pharmacy will host a forum on prescription container labels as California moves forward to redesign and standardize labels so they become more patient-centered. All prescription medicine dispensed to California patients by January 2011 must be labeled according to the new standards that will be developed by the Board of Pharmacy. At this forum, the public is encouraged to provide information on how to improve these labels; what label information is important and what is not so important. Additionally the results of patient interviews and surveys conducted during 2008 will be shared, and national experts in health information literacy will discuss what the components are for optimal labels from the patient's perspective. This forum will aid the Board of Pharmacy as it collects information from patients and other stakeholders to improve prescription container labels as required by legislation signed by Governor Schwarzenegger last year (SB 472, Corbett, Chapter 470).

# Attachment 1

## *Fund Condition*

# 0767 - State Board of Pharmacy Analysis of Fund Condition

(Dollars in Thousands)

## Month 13 with proposed BCPs

Funding Available for General Fund Loan

	Actual 2007-08	Governor's Budget CY 2008-09	BY 2009-10	BY+1 2010-11	2011-12	2012-13
<b>BEGINNING BALANCE</b>	\$ 10,914	\$ 10,883	\$ 7,527	\$ 4,781	\$ 1,908	\$ (1,057)
Prior Year Adjustment	\$ 169	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 11,083	\$ 10,883	\$ 7,527	\$ 4,781	\$ 1,908	\$ (1,057)
<b>REVENUES AND TRANSFERS</b>						
Revenues:						
125600 Other regulatory fees	\$ 907	\$ 52	\$ 52	\$ 52	\$ 52	\$ 52
125700 Other regulatory licenses and permits	\$ 1,590	\$ 1,119	\$ 1,104	\$ 1,104	\$ 1,104	\$ 1,104
125800 Renewal fees	\$ 5,638	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699	\$ 5,699
125900 Delinquent fees	\$ 104	\$ 90	\$ 147	\$ 147	\$ 147	\$ 147
131700 Misc. revenue from local agencies	\$ 10	\$ -	\$ -	\$ -	\$ -	\$ -
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 460	\$ 406	\$ 228	\$ 91	\$ -	\$ -
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9	\$ 9
161400 Miscellaneous revenues	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
Totals, Revenues	\$ 8,720	\$ 7,377	\$ 7,241	\$ 7,104	\$ 7,013	\$ 7,013
Transfers from Other Funds						
F00001 GF loan per Item 1490-011-0767, BA of 2002						
F00683 Teale Data Center (CS 15.00, Bud Act of 2005)						
Transfers to Other Funds						
T00001 GF loan per Item 1490-011-0767, BA of 2002	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DOF POTENTIAL GF LOAN		\$ (1,000)				
Totals, Revenues and Transfers	\$ 8,720	\$ 6,377	\$ 7,241	\$ 7,104	\$ 7,013	\$ 7,013
Totals, Resources	\$ 19,803	\$ 17,260	\$ 14,768	\$ 11,885	\$ 8,921	\$ 5,956
<b>EXPENDITURES</b>						
Disbursements:						
0840 State Controller (State Operations)	\$ 6	\$ 7	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations) - Galley 3	\$ 8,914	\$ 9,726	\$ 9,921	\$ 9,921	\$ 9,921	\$ 9,921
2009-10 BCPs: Divisions						
DCA Public Affairs			\$ 10	\$ 10	\$ 10	\$ 10
DCA- AISD (Incl, OIS)			\$ 56	\$ 47	\$ 47	\$ 47
9670 Equity Claims / Board of Control (State Operations)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Disbursements	\$ 8,920	\$ 9,733	\$ 9,987	\$ 9,978	\$ 9,978	\$ 9,978
<b>FUND BALANCE</b>						
Reserve for economic uncertainties	\$ 10,883	\$ 7,527	\$ 4,781	\$ 1,908	\$ (1,057)	\$ (4,022)
Months in Reserve	13.4	9.0	5.8	2.3	-1.3	#DIV/0!

### NOTES:

- ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2007-08 AND 2008-09
- ASSUMES NO GROWTH IN EXPENDITURES IN FY 2009-10

# Attachment 2

## *Reimbursement to Board Members*



**Board Member Reimbursement  
And Expenses**

**July 1, 2007-June 30, 2008**

<b>Board Member</b>	<b>Attendance Hours</b>	<b>Travel Expenses</b>
James P. Burgard	101.5	\$1155.36
Ruth Conroy	88	\$1047.46
Tim Dazé	136.5	\$675.91
Stanley Goldenberg	245.5	\$4154.70
Robert Graul	56	\$0
Clarence Hiura	60	\$977.63
Henry Hough	123.25	\$1209.31
William Powers	195.25	\$2070.81
Susan Ravnar	77	\$2064.08
Kenneth Schell	60.5	\$1017.00
Robert Swart	142	\$2264.96
Stanley Weisser	40	\$1822.61
Shirley Wheat	85.5	\$490.71
Andrea Zinder	73.5	\$1226.88

## **Board Member Reimbursement And Expenses**

**July 1, 2008 through September 30, 2008**

<b>Board Member</b>	<b>Attendance Hours</b>	<b>Travel Expenses</b>
James Burgard	43.5	\$1152.00
Ruth Conroy	0	\$1257.63
Tim Dazé	21	\$526.94
Stanley Goldenberg	17	\$618.19
Robert Graul	16	0
Henry Hough	37.5	\$403.22
William Powers	25.25	\$365.08
Susan Ravnan	19	\$83.32
Kenneth Schell	16	0
Robert Swart	16	0
Stan Weisser	36.75	\$578.61
Shirley Wheat	16	\$655.83
Andrea Zinder	19	0

## ORGANIZATIONAL DEVELOPMENT COMMITTEE

Goal 5: Achieve the board's mission and goals.

Outcome: An effective organization.

Objective 5.1	Obtain 100 percent approval for identified program needs by June 30, 2011.
Measure:	Percentage approved for identified program needs.
Tasks:	<ol style="list-style-type: none"> <li>Review workload and resources to streamline operations, target backlogs and maximize services.  <i>1st Qtr 08/09: State government without budget and then facing severe deficit triggers layoffs, hiring freezes, contract suspensions that impact board operations</i> <ul style="list-style-type: none"> <li>Loss of six staff</li> <li>Suspension of all contracts for two months</li> <li>Inability to hire for three vacant positions, including two manager positions and three enforcement positions.</li> <li>Suspend response to all status inquiries in Licensing Unit to focus on application processing.</li> </ul> </li> <li>Develop budget change proposals to secure funding for needed resources.  <i>1st Qtr 08/09: Board staff prepare legislative Budget Change Proposal to secure one half-time manager position to address workload associated with SB 1441 (Ridley-Thomas) Healing Arts Rehabilitation Program.</i> </li> <li>Perform strategic management of the board through all committees and board activities.  <i>1st Qtr 08/09: Strategic Plan approved at the July 2008 Board Meeting. Staff initiates redesign of quarterly reporting format and incorporates changes to plan.</i> </li> <li>Manage the board's financial resources to ensure fiscal viability and program integrity.  <i>1st Qtr 08/09: Fee audit initiated then suspended by state budget impasse. Staff successful in seeking exemption and work resumed  Staff complete budget forecast for 2009/2010 workload and revenue.</i> </li> </ol>

Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<ol style="list-style-type: none"> <li>1. Continue active recruitment of pharmacists for inspector positions. <i>1st Qtr 08/09: Board inspectors positions at full staffing.</i></li> <li>2. Vigorously recruit for any vacant positions. <i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager. Recruitment suspended on vacant positions pursuant to the Executive Order. Board seeks exemptions to rehire key staff. All exemptions denied.</i></li> <li>3. Perform annual performance and training assessments of all staff. <i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i></li> </ol>
Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency
Tasks:	<ol style="list-style-type: none"> <li>1. Identify training for staff development. <i>1st Qtr 08/09: Supervising Inspector Nurse and Assistant Executive Officer accepted into Department of Consumer Affairs Management Academy.</i></li> </ol>

Objective 5.4	Implement 10 strategic initiatives to automate board processes by June 30, 2011.
Measure:	Number of strategic initiatives implemented to automate board processes.
Tasks:	<ol style="list-style-type: none"> <li>1. Implement automated applicant tracking (ATS).  <i>1st Qtr 08/09: Full implementation of ATS achieved in 2007/2008. Staff continue to seek program changes as necessary.</i> </li> <li>2. Implement online license renewal and application submission features (I-Licensing).  <i>1st Qtr 06/07: Interim Executive Officer Herold put on DCA's executive sponsor committee for this project.</i>  <i>2nd Qtr 06/07: The board meets with design staff to assure necessary program components are part of system specifications. The state's budget allocates \$50,000 this year for development activities.</i>  <i>3rd Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project.</i>  <i>4th Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months.</i>  <i>1st Qtr 07/08: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months due to loss of all key DCA staff.</i>  <i>2nd Qtr 07/08: Licensing staff review all board applications to conform to system requirements. Integrated work team formed of board staff to work closely with I-Licensing conversion, a major workload.</i>  <i>DCA's new staff in place, work on securing I-Licensing vendor resumes.</i>  <i>4th Qtr 07/08: Delays continue to plague I-Licensing.</i>  <i>New implementation date for board is now mid 2010.</i>  <i>1st Qtr 08/09: Board Executive Officer attends Steering Committee Meeting and conveyed board's concerns about continued delays of implementation.</i> </li> <li>3. Integrate telephone features to improve board services without adding staff resources.  <i>1st Qtr 06/07: Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i>  <i>3rd Qtr 07/08: Added Call Pilot feature to licensing and renewal phone lines that automatically places a copy of the call log into the appropriate staff's email. This saves time and improves customer service.</i>  <i>4th Qtr 07/08: Conference line used to coordinate inspector staff meetings without need to travel to meeting.</i> </li> </ol>

	<p>4. Use the department's newly created "ad hoc" system to generate data for reports.</p> <p><i>1st Qtr 07/08: Three staff trained in using enforcement or licensing reports.</i></p> <p><i>2nd Qtr 07/08: Board begins to use reports for management.</i></p> <p><i>4th Qtr 07/08: Staff use reports to ???.</i></p> <p>5. Secure equipment needed to perform staff duties optimally.</p> <ul style="list-style-type: none"> <li><i>Deploy upgraded all-in-one printer/scanner/fax/copiers to all inspectors, along with Lotus Notes e-mail upgrades. (Completed December 2006)</i></li> <li><i>Inspectors get upgraded Blackberries to allow Internet connection through their laptop computers. (Completed April 2007)</i></li> <li><i>New photocopier purchased with improved scanning features. (Completed July 2007 and June 2008)</i></li> <li><i>Printer for poster-sized prints installed. (Completed December 2007)</i></li> <li><i>New laptop computers selected and purchased for inspectors. (New laptops distributed April 2008)</i></li> <li><i>Software to allow the board's IT staff to trouble shoot and fix field inspectors' computer issues remotely is installed. (Completed April 2008)</i></li> <li><i>"Hands-free" headsets purchased for all Blackberry users. (Completed June 2008)</i></li> <li><i>New desktop computers purchased for all office staff</i></li> </ul> <p><i>4th Qtr 07/08: Equipment received and IT request submitted to department to create image.</i></p> <p><i>1st Qtr 08/09: Staff follow up with department on request and advised of delay resulting from staff shortages in departments IT.</i></p> <p>6. Implement automated program for staff conducted drug audits.</p> <p><i>4th Qtr 07/08: Automated program developed for drug audits initiated by inspectors.</i></p> <p><i>1st Qtr 08/09: Automated program deployed to office staff assisting with drug audits.</i></p> <p>7. Implement template for drug audits completed by pharmacies.</p> <p>8. Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)</p>
Objective 5.5	Provide for communication venues to communicate within the board by June 30, 2011.
Measure:	Number of communication venues to communicate within the board.
Tasks:	<p>1. Continue the Communication Team to improve communication among staff and host quarterly staff meetings.</p> <p><i>4th Qtr 07/08: TCT hosts staff meeting and picnic. Interest in revitalizing team results in competitive elections of new members and a change in name to "The Totally Cool Team."</i></p> <p>2. Continue Enforcement Team meetings with board members and enforcement staff.</p> <p>3. Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.</p> <p><i>4th Qtr 07/08: Inspectors training includes discussion of focused heparin recall inspections of hospitals, gray areas in law, and computer training.</i></p> <p><i>1st Qtr 08/09: Inspector workshop scheduled.</i></p>

Objective 5.6	Annually conduct at least 2 outreach programs where public policy issues on health care are being discussed.
Measure:	Number of outreach programs conducted in one year.
Tasks:	<ol style="list-style-type: none"> <li><b>Outreach programs 2006/2007.</b>  <i>Convene subcommittee on Medicare Part D implementation.</i>  <i>Convene Workgroup to implement e-pedigree.</i>  <i>Host the National Association of Boards of Pharmacy District 7 &amp; 8 Meeting in California.</i>  <i>Attends and presents at annual association meetings.</i></li> <li><b>Outreach programs 2007/2008.</b>  <i>Continue subcommittee on Medicare Part D implementation.</i>  <i>Continue workgroup to implement e-pedigree.</i>  <i>Initiates public campaign on SB 472 (Corbett) - Standardization of the prescription label.</i>  <i>Attends and presents at annual association meetings.</i></li> <li><b>Outreach programs 2008/2009.</b>  <i>July 2008 Board Meeting focuses on medication errors and prevention.</i>  <i>Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience.</i>  <i>Nationwide presentations on implementation of e-pedigree.</i></li> </ol>
Objective 5.7	Perform succession planning to ensure continuity for board operations during staff retirements.
Measure:	Number of staff trained for advanced duties and promoted.
Tasks:	<i>1st Qtr 08/09: Assistant Executive Officer Anne Sodegren and Supervising Judi Nurse complete Department of Consumer Affairs first Management Academy.</i>

Objective 5.7	Respond to all public record requests within 10 days.																																																																																																																																									
Measure:	Percentage response to public record requests within 10 days.																																																																																																																																									
Tasks:	<div>1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).</div> <table><tr><td></td><td colspan="2">Qtr 1</td><td colspan="2">Qtr 2</td><td colspan="2">Qtr 3</td><td colspan="2">Qtr 4</td></tr><tr><td>a) License Verifications</td><td>N</td><td>%</td><td>N</td><td>%</td><td>N</td><td>%</td><td>N</td><td>%</td></tr><tr><td>≤ 10 days</td><td>131</td><td>62%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>69</td><td>32%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>12</td><td>6%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>b) Disciplinary Information</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>≤ 10 days</td><td>23</td><td>66%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>10</td><td>28%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>2</td><td>6%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>c) Other Information</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>≤ 10 days</td><td>47</td><td>39%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>50</td><td>41%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>24</td><td>20%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <div>2. Respond to subpoenas within the timeline specified.</div> <table><tr><td></td><td>Qtr 1</td><td>Qtr 2</td><td>Qtr 3</td><td>Qtr 4</td></tr><tr><td>Subpoenas Received</td><td>9</td><td></td><td></td><td></td></tr><tr><td>Responded within required time</td><td>7</td><td></td><td></td><td></td></tr><tr><td>Not responded to within required time</td><td>2</td><td></td><td></td><td></td></tr></table> <div>3. Respond to specific requests for data reports list.</div> <div>1st Qtr 08/09: Submit agency statistical profile summarizing data for 2007-2008. Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics.</div>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		a) License Verifications	N	%	N	%	N	%	N	%	≤ 10 days	131	62%							11-30 days	69	32%							31 + days	12	6%							b) Disciplinary Information									≤ 10 days	23	66%							11-30 days	10	28%							31 + days	2	6%							c) Other Information									≤ 10 days	47	39%							11-30 days	50	41%							31 + days	24	20%								Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	9				Responded within required time	7				Not responded to within required time	2			
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